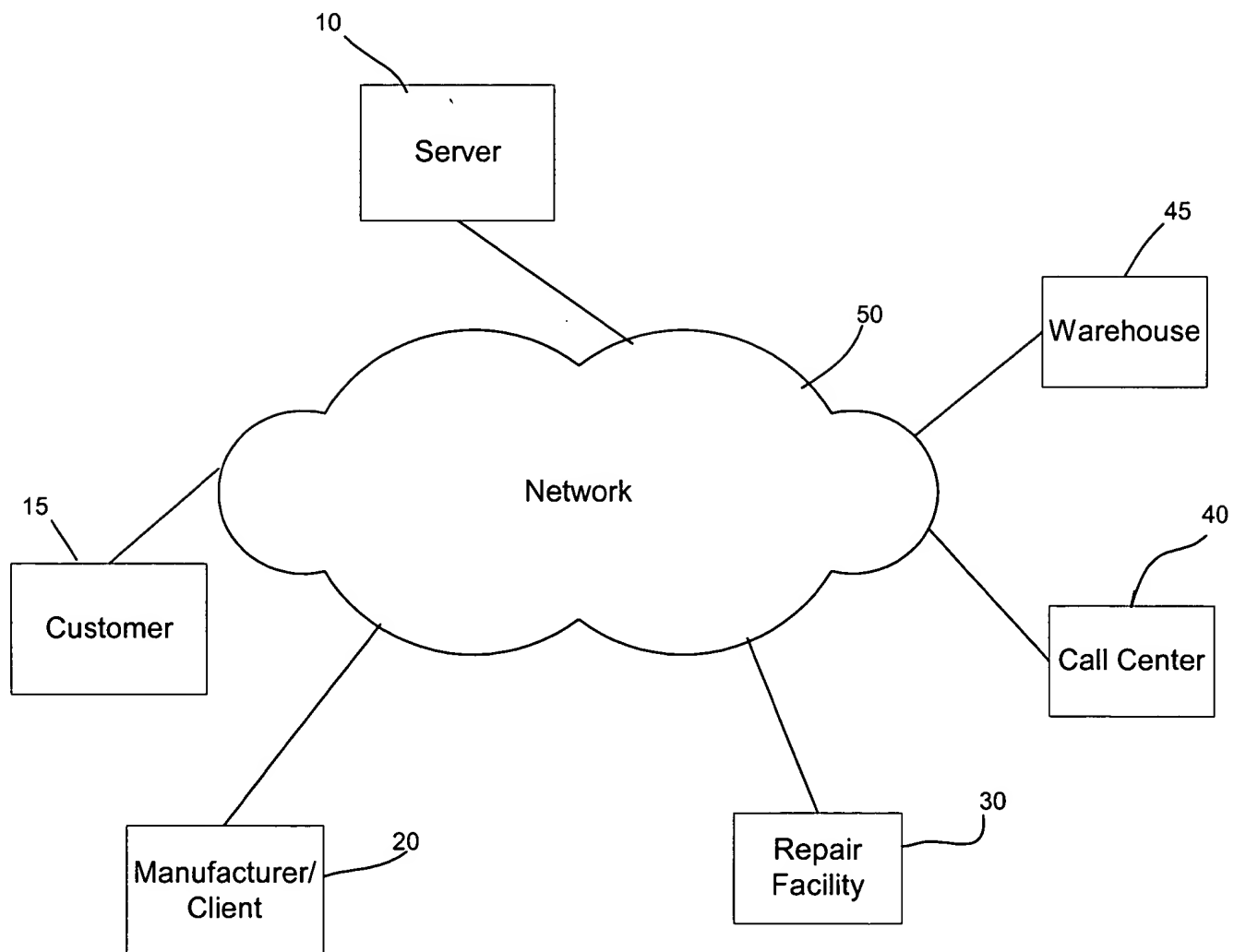




FIG. 1



0926121-050401

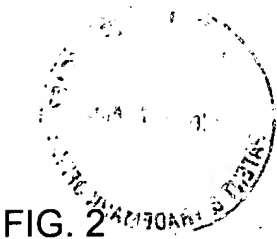


FIG. 2

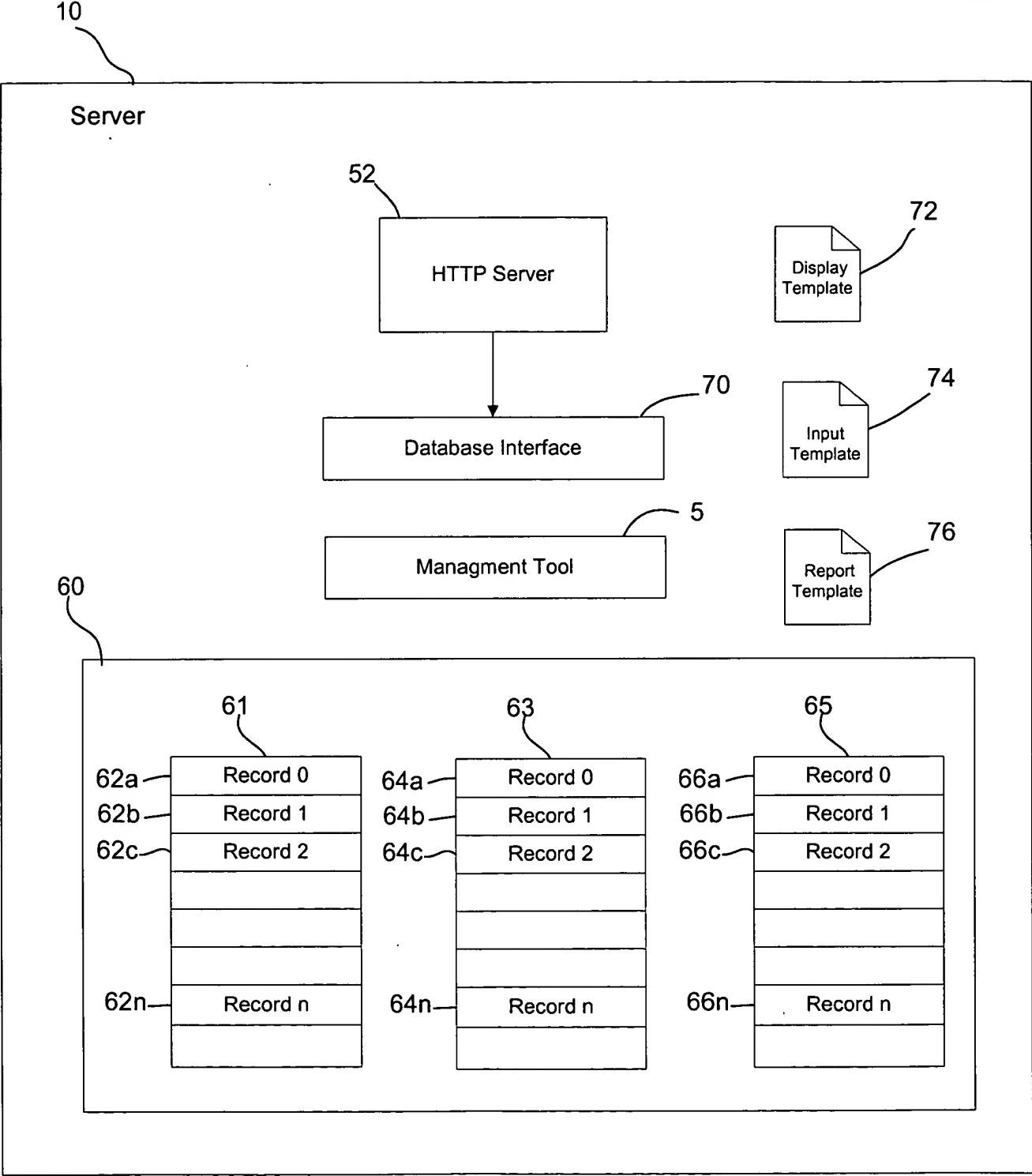
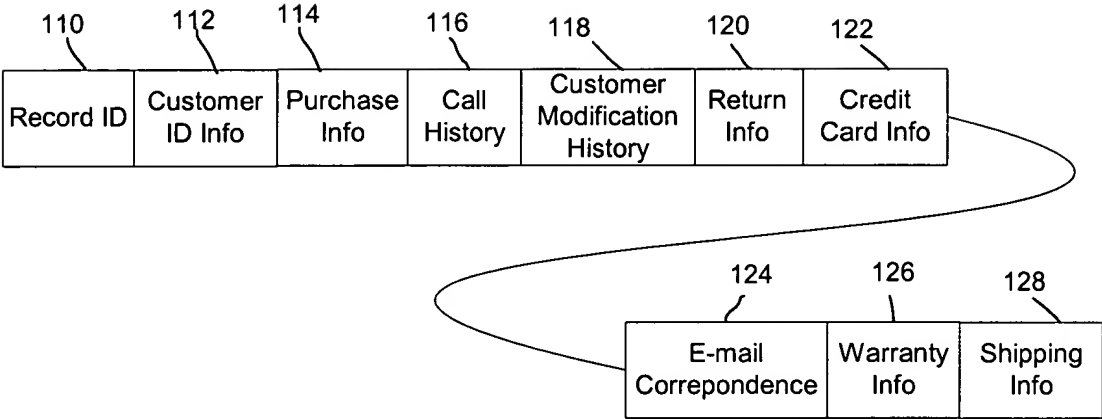
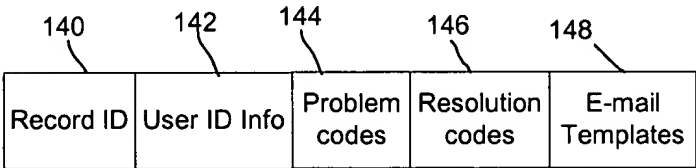


FIG. 3

Record 62



Record 64



Record 66

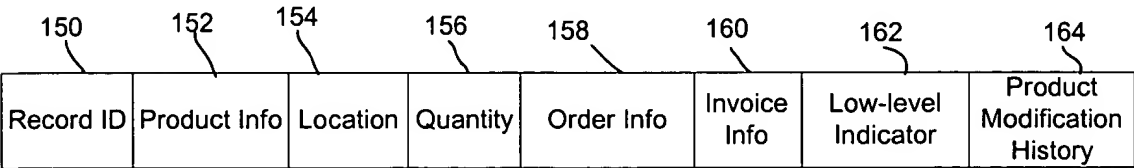


FIG. 4

5

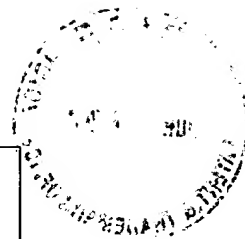
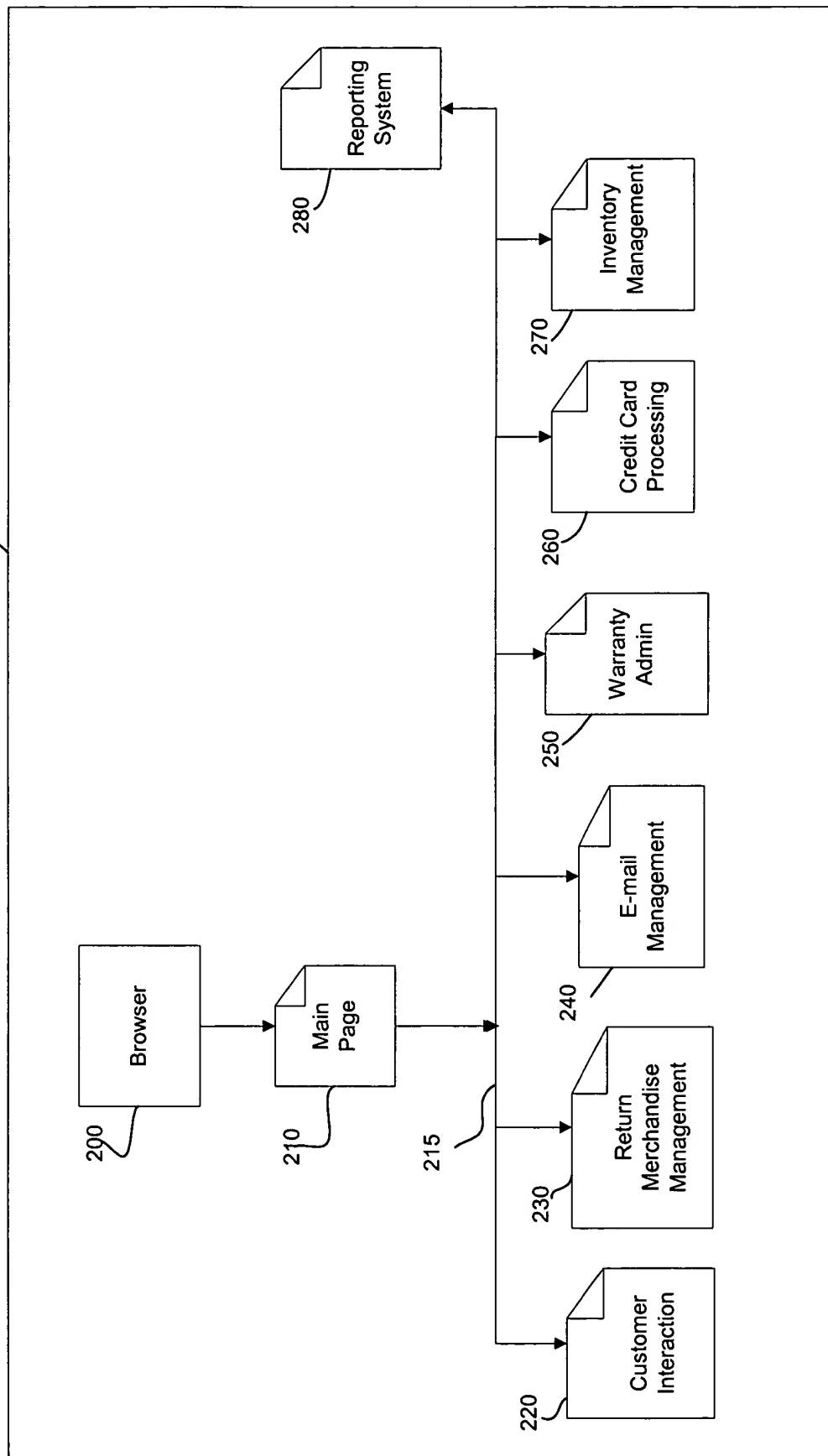
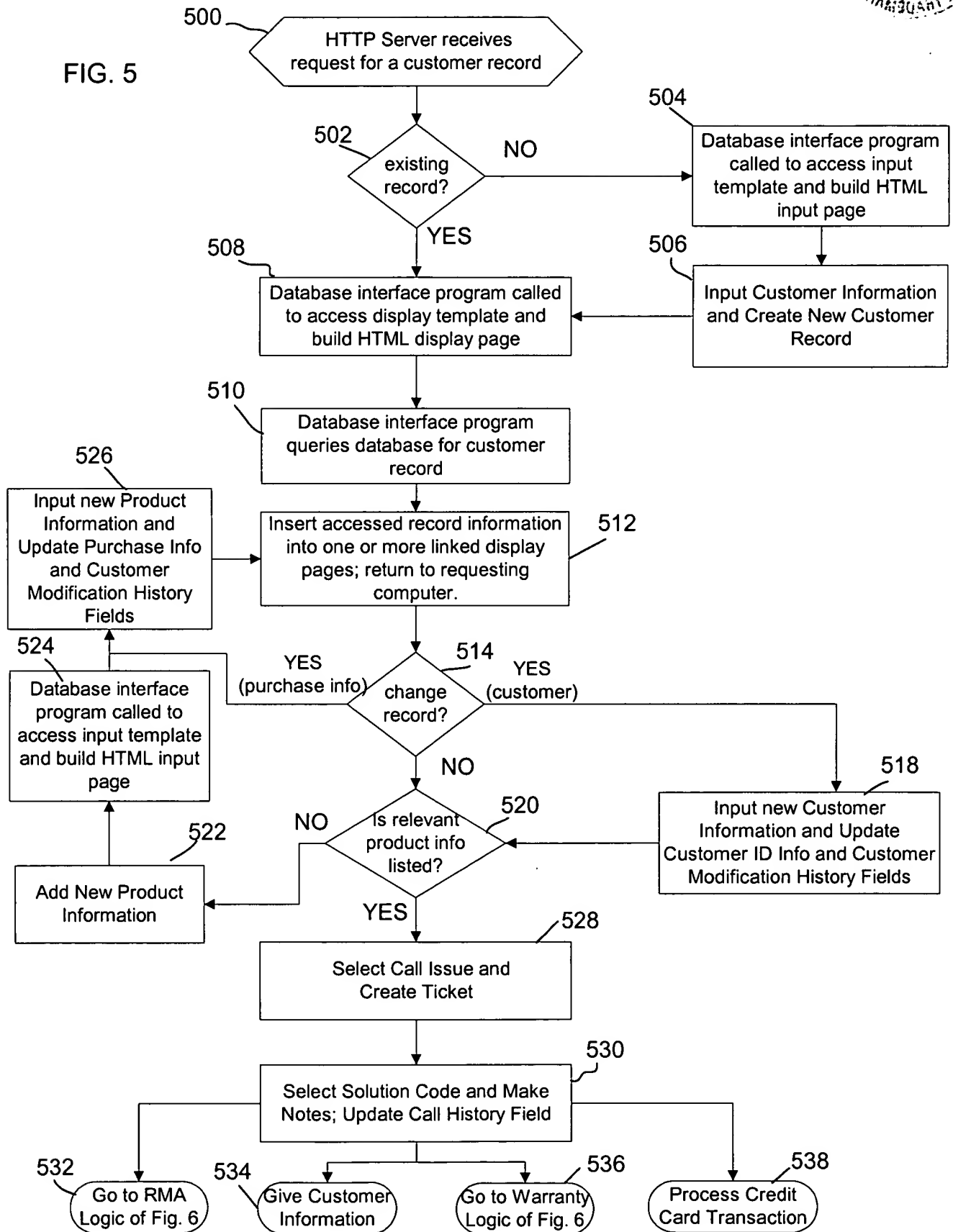


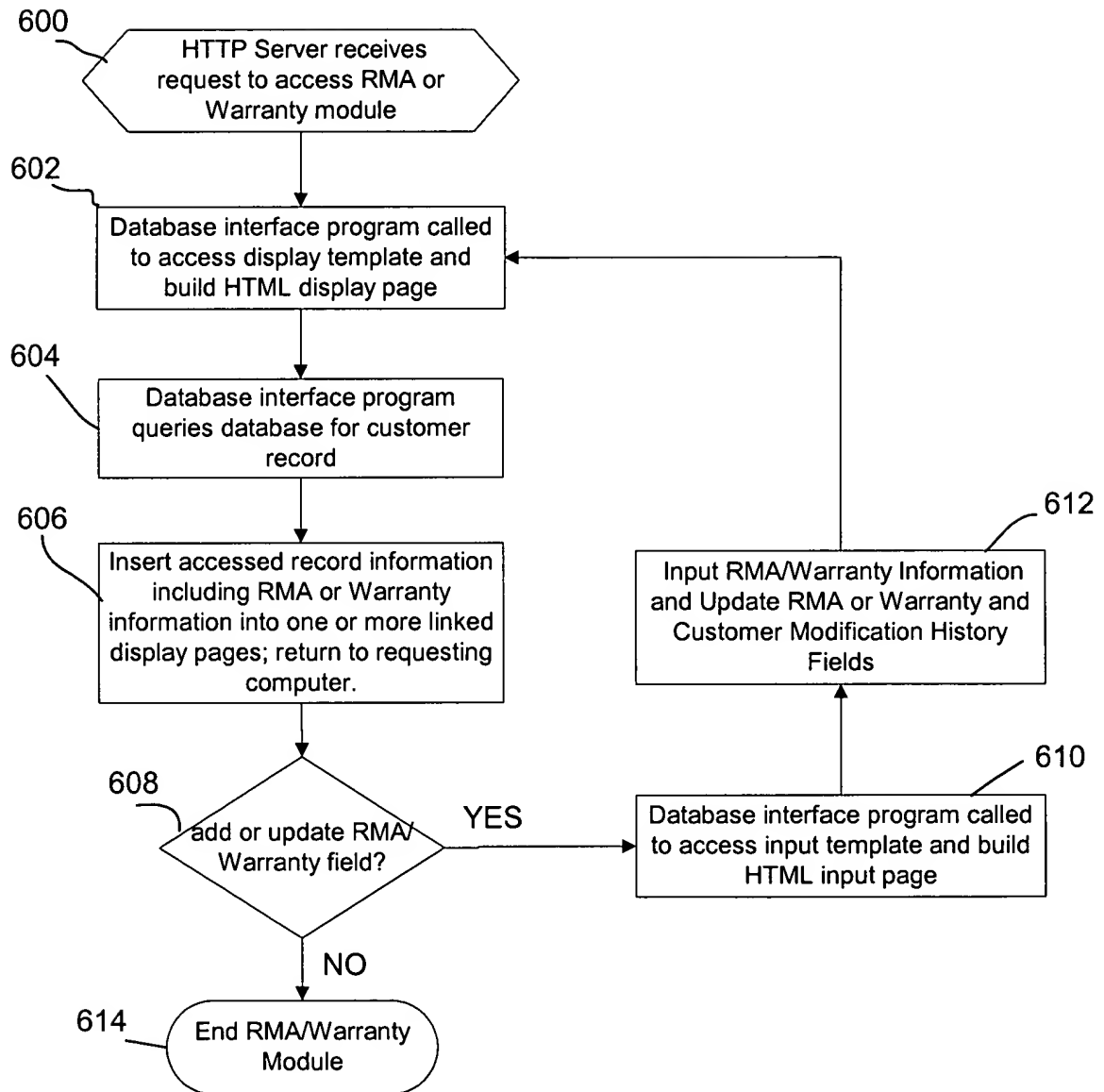


FIG. 5



0986431.060401

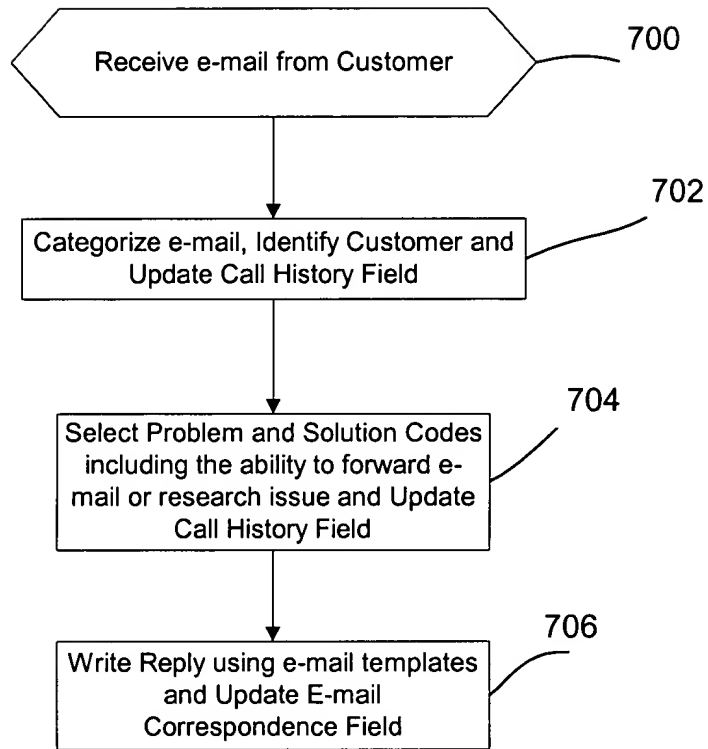
FIG. 6



093641-060401

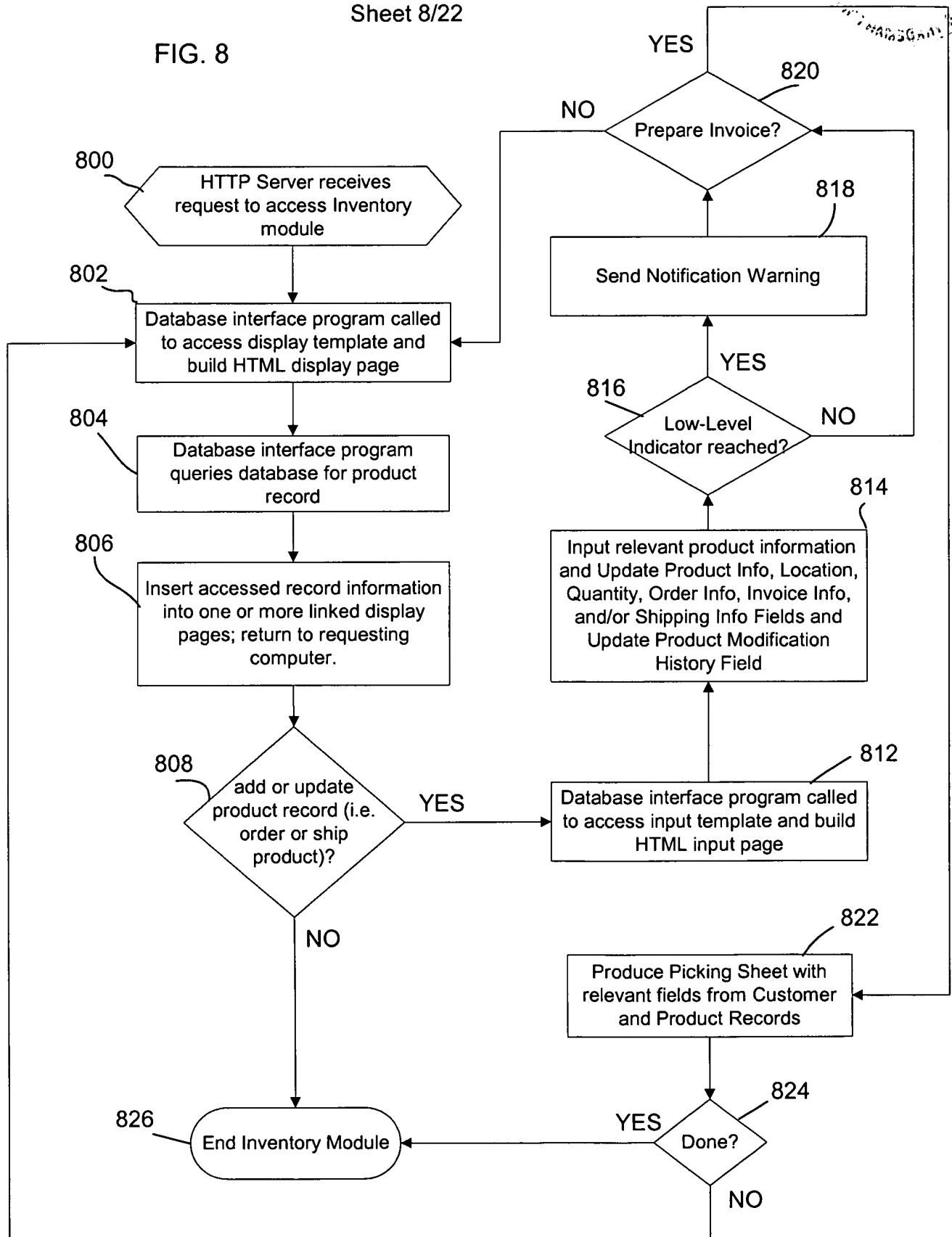


FIG. 7



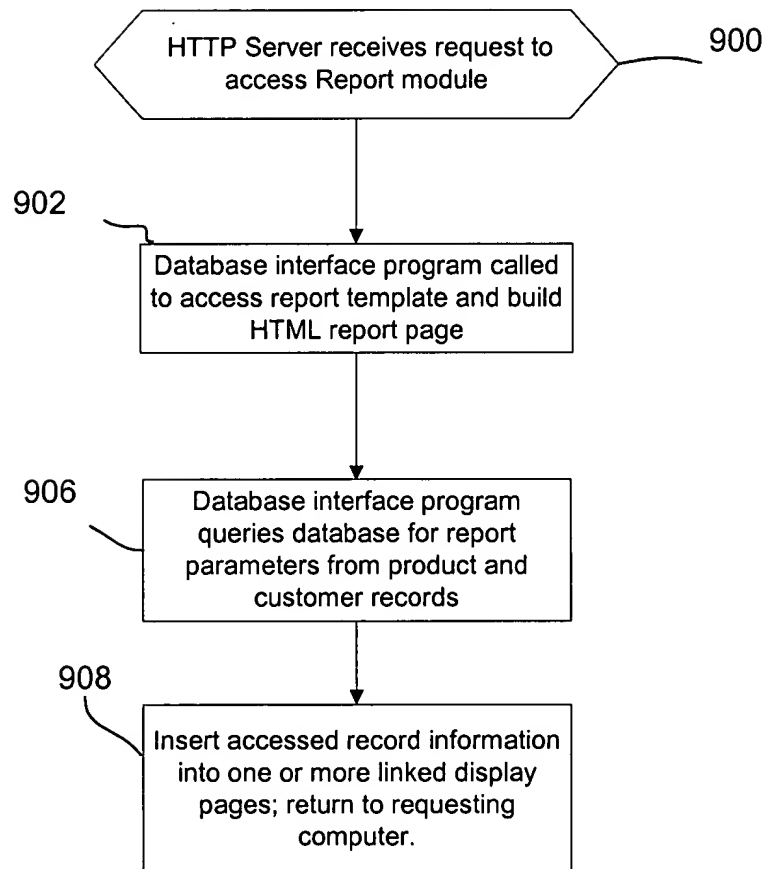
09826123.060404

FIG. 8



0926121-060401

FIG. 9



09326121-060401

FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA A

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit Real.com ALORICA ALORICA Links

Address http://cm.alorica.com/emachines/CustForm.asp?customer_id=166515&Customer_Product_Id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Roboto Create Ticket Email New Call Help Files Logout

Name: Toni Customer Customer
Test ID: 166515 Product 175097 Part Warranty: In Call Out Call Issued
10 RMA 0 EW: Out
#:

Customer Info Product Info EISA Info Escalation Info Call History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
First Name: Toni
Last Name: Test
Address: 40 Test Drive West
City: Testville
State:
Zip: 12345
Day Phone: 1234567890
Night Phone (Option): 9191919191
Fax (Option): 8282828282
Pager (option): 1818181818
Email (Option): tttest@testa.com
Company (option): Testa
Modify
Send mail to
Customer Record Modification History

Done Internet

09826121-060401

FIG. 11A

Lee et al.
Sheet 11/22

Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ORP Mail Edit Real.com ALORICA ALORICA

Address http://cm.alorica.com/emachines/product.asp

Agent Name: Paul Hao
Date: 9/13/00

Search Add Byes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: Out Call Num: 10 RMA 0 EW: Out #1

Customer ID: 166515 Product ID: 175097 Serial Number: 111222333 RMA Replaced: 0

Add New or Another Product: [New Product](#)

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ORP Mail Edit Real.com ALORICA ALORICA

Address http://cm.alorica.com/emachines/product1.asp?customer_id=166515&customer_product_id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Byes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: Out Call Num: 10 RMA 0 EW: Out #1

Customer ID: 166515
Customer Product ID: 175097
Model Number: 400id [Change](#)
Serial Number: 111222333
Monitor Serial Number:
Purchase Date: (MM/DD/YYYY) 12/10/1999
Part Warranty Expiration Date: (MM/DD/YYYY) 12/10/2000
Purchase Store:
Manufacturer: Emachines
[Modify](#)

Customer Product Record Modification History

Agent Name	Date	Comment	Description

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

FIG. 12

Call Tracking For Customer ID:

Please select or create a problem ticket.

Ticket Id	Call Issue	Status
35	Promotion Inquiry	OPEN
37	Product Inquiry	OPEN
Total Record: 2		

Call Issue: Promotion Inquiry Create Ticket

Promotion Inquiry
Brochure Request
Product Inquiry
Sales Processing
Order Status Inquiry
Technical Inquiry
Complaints
RMA Request
RMA Status Inquiry

<http://www.nirve.com/NIRVE/CALLCNTR/NewTicket.asp> Internet

Call Tracking For Customer ID: 3
& Customer Product ID: 3

Please select or create a problem ticket.

Ticket Id	Problem Code	Status
9	MODEM	OPEN
18	MODEM	OPEN
551	HDD	OPEN
685	MODEM	OPEN
Total Record: 4		

Problem Code: MOTHERBOARD Create Ticket

HDD
CD-ROM
SOUND
MOTHERBOARD
OPERATING SYSTEM
OTHER
VIDEO
INTERNET
RESEARCH
CUSTOMER SERVICE
OTHER

<http://cim.alorica.com/pbcCanada/NewTicket.asp> Internet

Call Tracking For Customer ID:

Call Time: 1 Min.
Ticket ID: 37
Reason For Contact:

test

Solution:

test

Solution Code: Select A Solution Code Add Record

Select A Solution Code
Resolved Inquiry
Processed Sale
Sent Brochure
Reported Complaint
Issued RMA
No Action

09825121-050401

FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Link

Address http://rma.alorica.com/emachines/rmaset.cfm

Logged In As: Paul Man Log Out EMachines Support System

General Information

Introduction
RMA Status Check
Emulation
Emachines Inspection
Emachines Inspection
Code Page
Emachines Quality Control
Emachines Quality Control
Code Page
RMA Receiving
New Receiving
New Only Receiving
Receiving

EMachines Systems: RMA Status Check

You may search by any of the following:

RMA Number: EM050022121
Model Name:
Serial Number:
First Name:
Last Name:
Phone:
Zip Code:
Country:
Agent ID:
From:
Issue Date To:
Sort By: RMA Number
Find Clear Form

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2 TMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA EMail ALORICA Links

Address http://crm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao
Date: 7/11/00

Search Add By RMA Rebo Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Issued
Test ID: ID: Warranty: In Num: 9 Rma 1 EW: Out

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record

RMA No	Issue Date	Shipped Date	Received
EM050022121	05/22/00		

Total Record = 1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

FIG. 14B

2 TMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA EMail ALORICA Links

Address http://crm.alorica.com/emachines/RMA_Info.asp?RMAID=EM050022121

Agent Name: Paul Hao
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Num of Issue 10
Test ID: ID: Warranty: In Num: 10 EW: Out Rma:

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result

RMA Date	May 22 2000
RMA Number	EM050022121
RMA Agent	Paul Hao
First Name	Toni
Last Name	Test
Address1	40 Test Drive West
Address2	
Address3	
City	Testville
State	Testonia
Zip Code	12345
Country	US
Contact	
Phone	1234567890
Alternate Phone	9191919191
E-mail	tttest@ttesta.com
Alt. E-mail	
Model Name	400id
Serial Number	111222333
Warranty (In/Out)	1
Purchase Date	

Done

09826121-050401

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back ALORICA Stop Refresh Home Search Favorites History Mail ALORICA Edit ALORICA

Address http://care.alorica.com/edw/frmaset.cfm?page_name=customer_info.cfm&CustomerId=111867&RequestTimeout=1200&CFID=425&CFTOKEN=7139366

Alorica, Inc.: Extended Warranty On-Site Service Support System

Search Customer Information Extended Warranty Service History Case Status Service Center User Admin Operation Reports Log Out

Customer Information

First Name: paul

Last Name: hao

Address: test

City, State Zip: Diamond Bar CA 91765

Phones: Day 9096102511

Evening

Fax

Email: paul@alorica.com

Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
	810001	test	810001	11/11/1999		Approved	Edit

Internet

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back ALORICA Stop Refresh Home Search Favorites History Mail ALORICA Edit ALORICA

Address http://care.alorica.com/edw/frmaset.cfm?page_name=customer_info.cfm

Service Center User Admin Operation Reports Log Out

Phones: Day 9096102511

Evening

Fax

Email: paul@alorica.com

Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
	810001	test	810001	11/11/1999		Approved	Edit

Record History

Agent	Date	Description	Comments
edward	2000-04-12 13:02:57	Update Customer Record	tit
edward	2000-01-31 10:14:47	Update Customer Record	deox
edward	2000-01-31 17:08:41	Update Customer Record	test
edward	1999-10-27 15:36:24	Update Customer Record	Update Info
edward	2000-04-28 18:28:17	Update Customer Record	oo
edward	2000-04-28 18:28:36	Update Customer Record	oo
edward	2000-01-31 15:13:23	Update Customer Record	dat
sup	1999-12-07 12:48:17	Update Customer Record	test
sup	2000-01-24 17:38:14	test	Modify

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Internet

000001-000001

eMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help **ALORICA** **ALORICA** **ALORICA** **ALORICA** **A**

Back Forward Stop Refresh Home Search Favorites History Mail Print ALORICA Links

Address http://ma.alorica.com/emachines/frameSet.cfm

Logged In As: Paul Hao **Log Out** **eMachines Support System**

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
Received RMA						
EM060008135	6/8/2000	7/7/2000			eMonster 550	
EM060008186	6/8/2000	7/7/2000			366i	
EM060010123	6/10/2000	7/7/2000			366c	
EM060010134	6/10/2000	7/7/2000			366i2	
EM060011131	6/11/2000	7/7/2000			366i2	
EM060012128	6/12/2000	7/7/2000			433i	
EM060012190	6/12/2000	7/7/2000			eMonster 500	
EM060013133	6/13/2000	7/7/2000			366c	
EM060013176	6/13/2000	7/7/2000			400i3	
EM060013228	6/13/2000	7/7/2000			333cs	
EM060013231	6/13/2000	7/7/2000			500i	
EM060014062	6/14/2000	7/7/2000			400i	
EM060014087	6/14/2000	7/7/2000			366c	
EM060014097	6/14/2000	7/7/2000			400i3	
EM060015095	6/15/2000	7/7/2000			466id	
EM060015098	6/15/2000	7/7/2000			366i	
EM060015122	6/15/2000	7/7/2000			366i2	
EM050024097	5/24/2000	7/7/2000			400id	
EM050024184	5/24/2000	7/7/2000			400i	
EM050026294	5/26/2000	7/7/2000			466is	

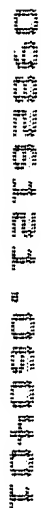


FIG. 17B

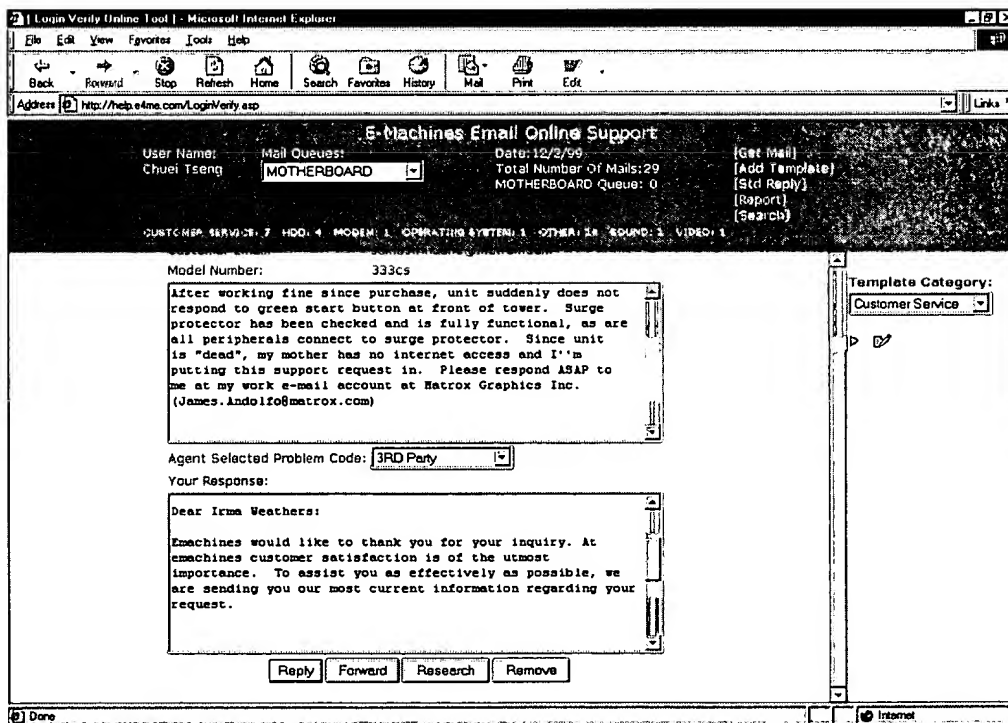


FIG. 18A

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA DA Edit ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/ProductMain.aspx?Product_ID=338

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Inventory | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Subdata | Inventory Records

Product Id: 338
Category: PDA Select Rename
Sub-category: MobilePro Select Rename
Manufacturer: NEC Select Rename
Part No: JNB-002
Model Type: Refurbished NEC Handheld Device Mobile
SKU: MCR520A
Size: 1
Quantities On Hand: 39
Ordered Quantities: 2
Low Qty Alert: 5
Quantity On Order: 0
Location Code:

FIG. 18B

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA DA Edit ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/ProductMain.aspx?Product_ID=338

Refurbished MobilePro Professional PC Companion with 6.1" color touch

<html>
<head>
<title></title>
</head>

Marketing Text: <head>
<title></title>
</head>

Small Image Name: ProductImages/mpro770sm.gif
Large Image Name: ProductImages/mpro770sm.gif
Price (\$): 449.99
Cost (\$): 0
Weight (in lb): 5
Discontinued: No
Special Promotion: Yes
Show on Home Page: Yes
If unavailable will restock: Yes
Will show on public web sites: Yes

Modify

FIG. 18C

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA DA Edit ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/ProductMain.aspx?Product_ID=338

Weight (in lb): 5
Discontinued: No
Special Promotion: Yes
Show on Home Page: Yes
If unavailable will restock: Yes
Will show on public web sites: Yes

Modify

Stores For Product ID:338

Store Name	Remove
PB-NEC	Remove
Add Store	

Product Record Modification History For Product ID: 338

Agent Name	Date	Note	Action
Robert Chung	4/11/00 4:01:20 PM	price	Modify
Robert Chung	4/11/00 4:00:27 PM	price	Modify
Robert Chung	2/16/00 2:49:39 PM	price	Modify
James Chang	2/4/00 3:01:07 PM	changes	Modify
James Chang	2/4/00 3:00:26 PM	new	Add

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/inventory.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP694C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		72
011144	MON 2160 15	A3U/A4U/A11	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 SB PRO II		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	V8 PW6-1841-1 SPECTRIA		0
030059	V8 PW6-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP, REV.A	D25U/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done Internet

FIG. 19B

Inventory P.O. - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/Purchase.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Inventory Records |

Vendor: Order Number:

Order Date (mm/dd/yy): 7/12/00 Available Date: 7/17/00

SKU: Quantity:

Unit Cost (\$):

Note:

Add

Inventory Purchase Orders For PO:

id	Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This Page 0									

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

Internet

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Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA CA ES Links

Address http://www.techjungle.com/psnec/admin/InvoiceRec.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Ssch | Customer Ssch | Report | Logout

Customer Info | Invoice | Orders | RMA | Create Picking Sheet

Invoice ID: 9 eMachines
Invoice Date: 12/28/99 12:21:09 PM
Status: SHIPPING_NOTIFIED

Ship To Address:

First Name: test
Last Name: test
Address: test
City: test
State: CA
Country: USA
Zip: 91748
Day Phone: 1112223333
Eve Phone: 3332221111
Zip:
Shipping Method: FedEx 2day Select

Credit Card Information:

Credit Card Type: Master Card
Credit Card Number: 4111111111111111

Done Internet

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA CA ES Links

Address http://www.techjungle.com/psnec/admin/PickingSheet.asp?Invoice_Id=548060K_Invoice_Id=1393

eMachines
Agent Name: Paul Hao

Ship to: test test Bill to: test test Date: 12/28/99 12:21:00 PM
test,CAQ1748 test,CAQ1748
Tel:(0) (111) 2223333 Tel:(0) (111) 2223333
Tel:(E) (333) 2221111 Tel:(E) (333) 2221111
Email: paul@alorica.com

Phone: (111) 2223333 Customer ID: 0533 Invoice ID: 1393

Part No. Location BND Model Qty Ship Shipped B/D Available Date Tracking No. Method Unit Price Qty Total

No Order Items!

Credit Card Type	Credit Card No	Expiration Date	Pre-Authorization Order No	Pre-Authorization Reference No	Pre-Authorization Return Code	Status
Master Card	4111111111111111	01/00		9464054736381061366531		SHIPPING_NOTIFIED

Comment: This is a test

Done Internet

09826121-060401

Order List From: 7/12/00 To: 7/12/00
FOR Store: eMachines

Order ID	Invoice ID	Customer ID	Product ID	SKU	Part No	Order Date	Status	Order Qty	Shipped Qty	Unit Price	Sub Total	Ship By	B/O Available Date	Product Category	Product Name	Mo
18295	16486	13929	1438	584	584	7/12/00 1:02:28 AM	SHIPPED	1	1	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18298	16489	13932	1403	560	560	7/12/00 6:16:55 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18299	16490	13933	1403	560	560	7/12/00 6:53:08 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18300	16491	13934	1403	560	560	7/12/00 6:53:24 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18303	16494	13937	1403	560	560	7/12/00 7:04:23 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18304	16495	13938	1403	560	560	7/12/00 7:04:58 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sur
18305	16496	13939	1436	582	582	7/12/00 7:06:11 AM	PRODUCT READY	1	0	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18307	16498	13941	1403	560	560	7/12/00 7:18:06 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18308	16499	13942	1403	560	560	7/12/00 7:19:15 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sur

FIG. 21B

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

Logged In As: Paul Hap [Log Out]

EMachines Support System

Part Request	SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
Station Chassis	569	Floppy Drive	eMachines	eFDD Samsung SFD-321B		1	1.10	A12	Edit
CC Processor	525	Heat Sinks	eMachines	eFan Orient MMX/AMD-K6		0			Edit
CC Chassis Board	526	Heat Sinks	eMachines	eFan AAYID MMX/AMD-K6/MII		1			Edit
Fullfillment	527	Heat Sinks	eMachines	eFan AAYID MII(w/o PAD)		0			Edit
Receivment	528	Heat Sinks	eMachines	eFan AAYID Intel PIII SECC2		0			Edit
	529	Heat Sinks	eMachines	eFan Dusing Celeron SEPP (w/o Clip)		0			Edit
Parts Request	530	Heat Sinks	eMachines	eFan Dusing Celeron SEPP Clip		1			Edit
	531	Heat Sinks	eMachines	eFan AAYID Celeron FCPGA		1			Edit
	532	Heat Sinks	eMachines	eFan Foxconn Intel FCPGA		0			Edit
	AL002	KDS Products	KDS	eOne mouse		0			Edit
	AL003	KDS Products	KDS	eOne Keyboard		1			Edit
	AL004	KDS Products	KDS	eOne power cord		1			Edit
Warehouse	566	Keyboards	eMachines	eKB Chicony 2971-Standard		0			Edit
RMA Parts	567	Keyboards	eMachines	eKB Chicony 5001-Standard		2			Edit
RMA Defective Parts	568	Keyboards	eMachines	eKB BTC 5000A(6-Key/Internet)		7			Edit
Administration	569	Keyboards	eMachines	eKB BTC 5190(19-Key/ekeys)		3			Edit
Order Administration	232	Modems	eMachines	eModem Rockwell MW560CI		74			Edit
	414	Modems	eMachines	eModem Lucent MM8250		159			Edit
Find User	571	Mouse	eMachines	eMouse Logitech M-SAS51		6			Edit
RMA Admin No.	AL001	Power Cord	eMachines	eTower / eView cord		0			Edit

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Address http://clients.alorica.com/Itemset.cfm

Alorica Client

Client: emachines

Group: Group

Date: 9/12/2000

Log Out Add ACD List Groups Add Group Clients/Users Reports Admin.

eMachines RMA report 9/13/00

SKU	Description	Weekly Usage	Weekly Inventory	Current Inventory	Ordered	On Order 1	Arrival Date 1	On Order 2	Arrival Date 2	On Order 3	Arrival Date 3	On Order 4	Arrival Date 4	Projected Inventory End Week 1	Projected Inventory End Week 2	Projected Inventory End Week 3	Projected Inventory End Week 4	Projected Inventory End Week 5
002	eView 15	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
004	eView 15	0	0	0	471	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
009	eView 15	163	240	395	522	160	5/5/00	0	N/A	0	N/A	0	N/A	43.5	101.5	249.5	520	5
038	eView 15s	0	0	10	739	0	N/A	0	N/A	0	N/A	0	N/A	10	10	10	10	11
221	eModem MW560CI	0	0	0	526	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
232	Rockwell MW560CI	1193	369.5	3491	2876	0	N/A	0	N/A	0	N/A	0	N/A	3121.5	2752	2382.5	2013	14
320	eTower 300 - RMA	0	0	33	0	0	N/A	0	N/A	0	N/A	0	N/A	33	33	33	33	3
325	eTower 300S - RMA	0	0	4	0	0	N/A	0	N/A	0	N/A	0	N/A	4	4	4	4	4
329	eTower 300K - RMA	0	0	166	0	0	N/A	0	N/A	0	N/A	0	N/A	166	166	166	166	11
331	eTower 331K - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
333	eTower 332i - RMA	0	0	5	0	0	N/A	0	N/A	0	N/A	0	N/A	5	5	5	5	5
335	eTower 333id - RMA	0	0	342	0	0	N/A	0	N/A	0	N/A	0	N/A	342	342	342	342	3
337	eTower 333K - RMA	0	0	399	0	0	N/A	0	N/A	0	N/A	0	N/A	399	399	399	399	3
339	eTower 333id - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
341	eTower 341 - RMA	0	0	155	0	0	N/A	0	N/A	0	N/A	0	N/A	155	155	155	155	11
343	eTower 343 - RMA	0	0	310	0	0	N/A	0	N/A	0	N/A	0	N/A	310	310	310	310	0
346	eTower 366id - RMA	0	0	117	0	0	N/A	0	N/A	0	N/A	0	N/A	117	117	117	117	11
349	eTower 349 - RMA	0	0	23	0	0	N/A	0	N/A	0	N/A	0	N/A	23	23	23	23	2

Done Internet

FIG. 22B

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Address http://clients.alorica.com/Itemset.cfm

Alorica Client

Client: emachines

Group: Group

Date: 9/12/2000

Log Out Add ACD List Groups Add Group Clients/Users Reports Admin.

eMachines Parts Request Detail Report

Request Date: 09/09/2000 - 09/09/2000 Status: OPEN

Request Date	Request ID	Name	Ship Date	Ship Method
09/09/00	EPR090009023	Leblanc, Stewart		ups ground
09/09/00	EPR090009049	OLIVER, KIM		ups ground
09/09/00	EPR090009075	Dudley, Margaret		ups ground
09/09/00	EPR090009101	LEVARY, MARK		ups ground
09/09/00	EPR090009127	ARRICK, KAROLYN		ups ground
09/09/00	EPR090009153	ZILSTRE, BRIAN		ups ground
09/09/00	EPR090009179	Polling, Jamie		ups ground
09/09/00	EPR090009180	demmon, scotty		ups ground
09/09/00	EPR090009181	Bruat, Kimberly		ups ground
09/09/00	EPR090009182	Polina, Jenie		ups ground
09/09/00	EPR090009183	salcedo, carlos		ups ground
09/09/00	EPR090009184	Glasser, Oery		ups ground
09/09/00	EPR090009185	Rosa, Carlos		ups ground
09/09/00	EPR090009186	Sether, Greg		ups ground
09/09/00	EPR090009187	Fliegel, Randy		ups ground
09/09/00	EPR090009188	Crockett, Todd		ups ground
09/09/00	EPR090009189	DANINO, RICHARD		ups ground
09/09/00	EPR090009190	CHAFFIELD, MICHELE		ups ground
09/09/00	EPR090009001	DUPLOUX, ERROL		ups ground
09/09/00	EPR090009002	MICHEL, JANET		ups ground
09/09/00	EPR090009003	Baxter, Charlese		ups ground
09/09/00	EPR090009004	Learn, Deanne		ups ground
09/09/00	EPR090009005	Berkovitz, Paul		ups ground
09/09/00	EPR090009006	ISRAEL, SHAUN		ups ground
09/09/00	EPR090009007	brodgen, edward		ups ground
09/09/00	EPR090009008	ISRAEL, SHAUN		ups ground
09/09/00	EPR090009009	MCDEVITT, ROBERT		ups ground

Done Internet

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